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PATENT & TRADEMARK OFFICE





FIG. 1

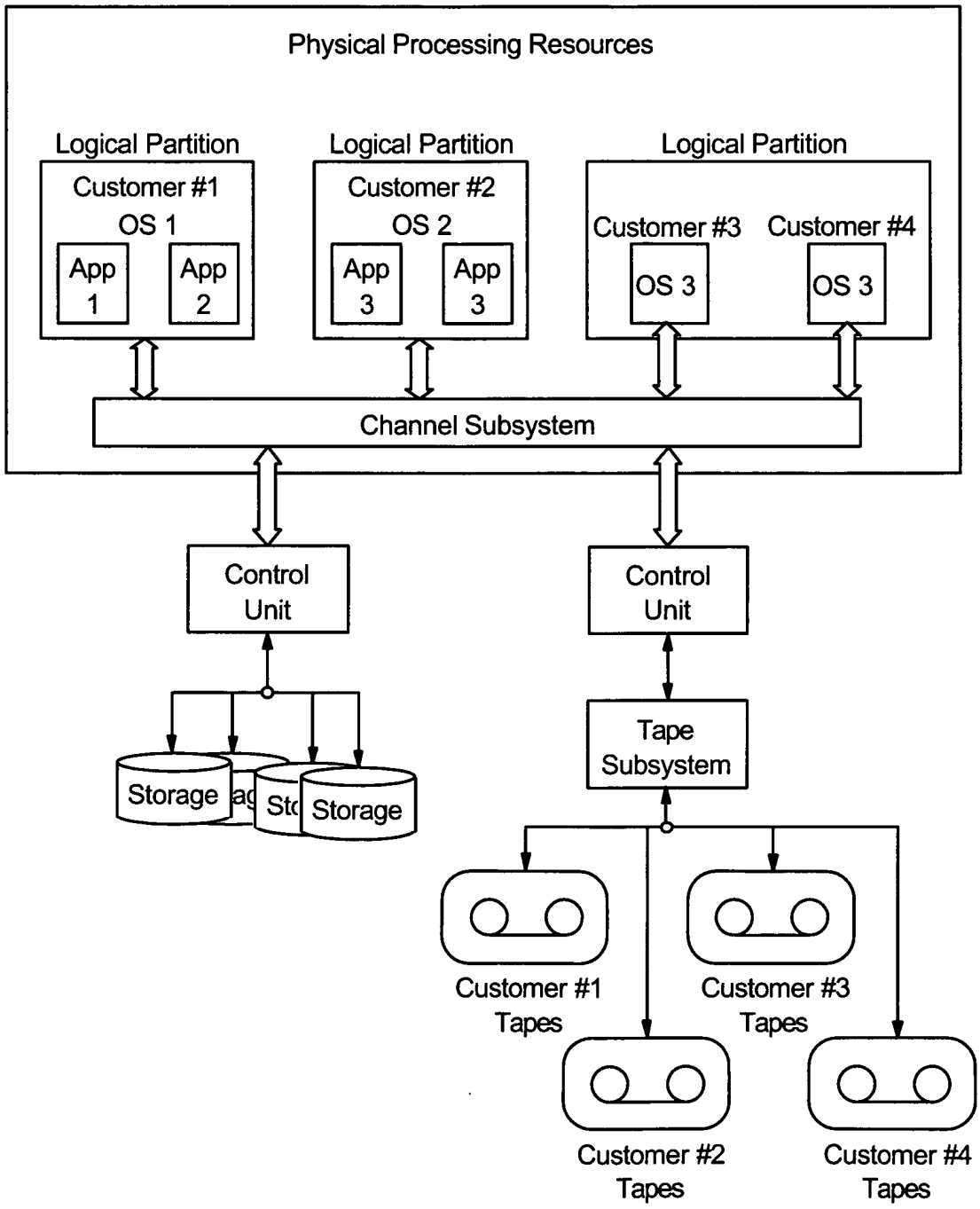


FIG. 2

| Customer | Service/Type | Cost | Breach Award |
|---|---|---|---|
| A | 24x7 "Premium" | $100/day | $200/hour Down Time plus Software Rebate |
| B | 24x7 "Standard" | #30/day | $30/day down Time plus Software Rebate |
| C | 24x7 "Standard" | $30/day | Software Rebate |

FIG. 3
Prior Art

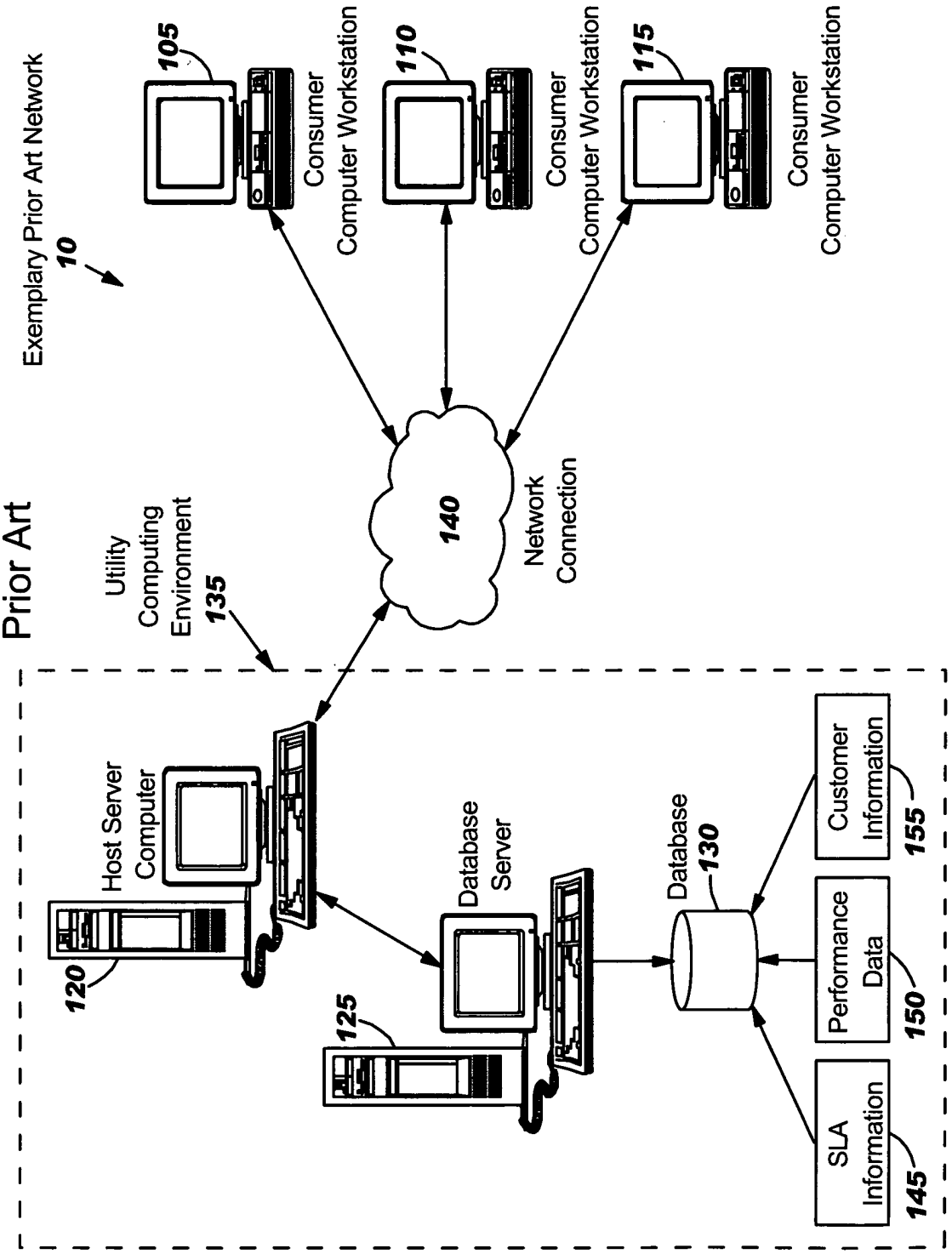


FIG. 4

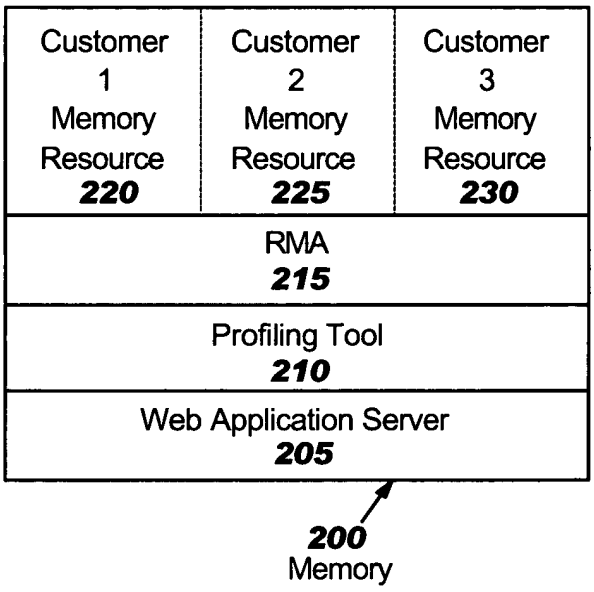
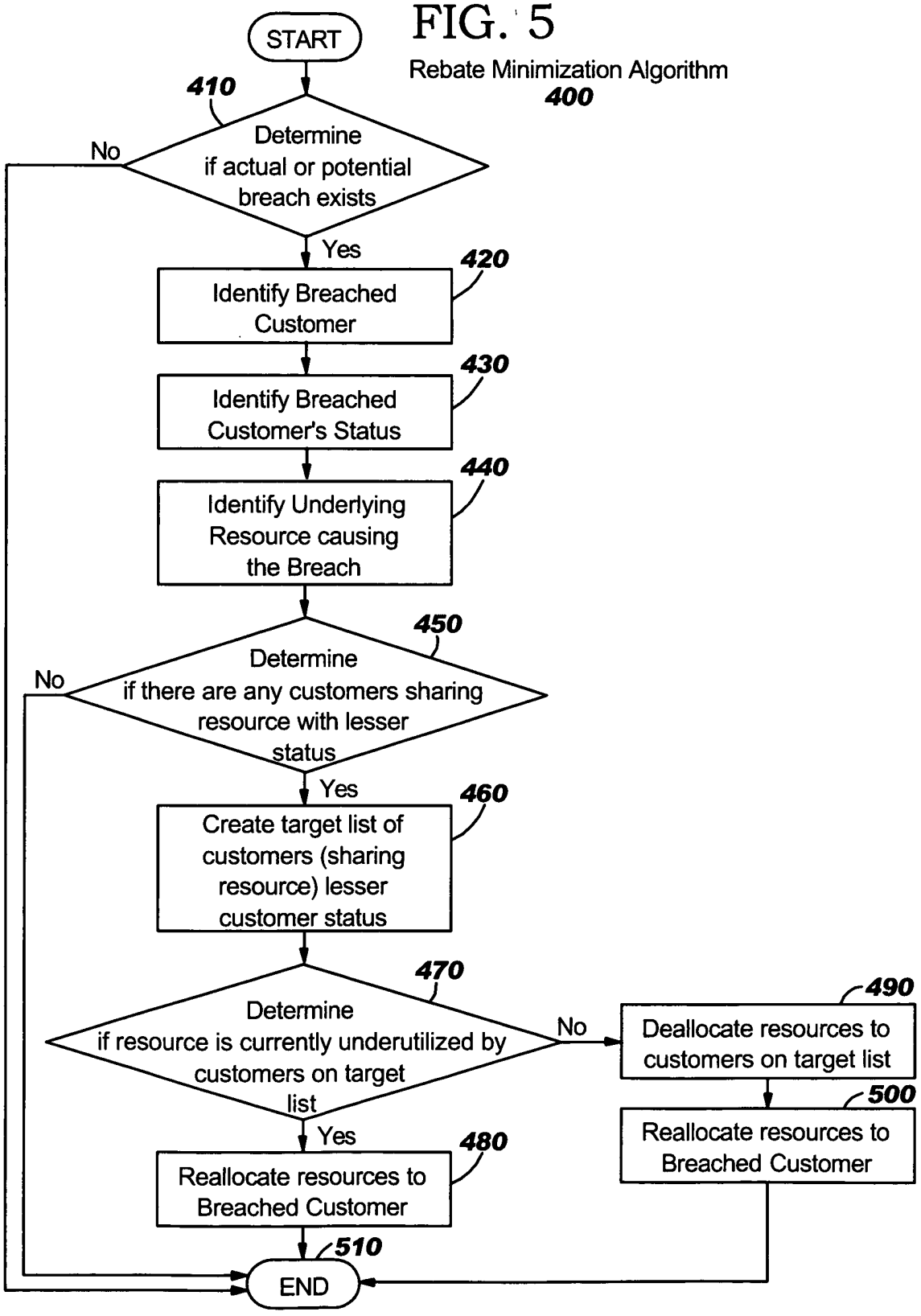

Customer 1 Memory Resource 220
Customer 2 Memory Resource 225
Customer 3 Memory Resource 230
RMA 215
Profiling Tool 210
Web Application Server 205
200 Memory

FIG. 5

Rebate Minimization Algorithm
400